Give Waste a New Life

CITY OF Guelph
Making a Difference

Waste Carts User Guide

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Identify your carts

Write your address on your carts with a permanent marker in the space provided. The carts belong to the City of Guelph. They will be registered to your property address and will remain at that address if you move.

A serial number is stamped on the side of each cart. These numbers will identify your carts if they are lost. Record these serial numbers in this user guide:

Green cart serial number

Blue cart serial number

Grey cart serial number

Rolling it to the curb

Guelph is placing organic waste, recyclables and garbage at the curb in a new way. Use your new green, blue and grey carts instead of plastic bags for your curbside waste collection.

Sorting our organics, recyclables and garbage carefully, using carts instead of plastic bags and sending our organic material to Guelph's own Organic Waste Processing Facility are all ways we can reduce the amount of waste we send to landfill and decrease Guelph's carbon footprint.

When it comes to waste diversion, Guelph is on the right track — we **divert more waste from landfill** than the provincial average. However, Guelph **generates more waste** than the provincial average. Each Guelphite, over the course of a year, generates an average of 460 kilograms or 1,015 pounds of waste.

The carts, through your participation, support the City's efforts to divert more waste per capita than any comparable Canadian city, and divert 65 per cent of Guelph's waste from landfill by 2016.

The waste cart program is rolling out across the city over three years, starting this fall. In 2012, select neighbourhoods will receive their carts over a six-week period, starting September 24.

This guide includes the information you need to start using your new carts!

Support and feedback

Contact us! We are committed to making your transition to using carts as easy as possible. Let us know if you have questions, concerns or suggestions on how we can improve the cart program, or if you need assistance.

Solid Waste Resources
T **519-767-0598**
TTY **519-826-9771**
E **waste@guelph.ca**
W **guelph.ca/waste**

Automated cart collection

The City of Guelph previously provided a manual curbside service to collect your bags of organic waste, recyclables and garbage. The collection truck stopped in front of your home, the driver stepped out and picked up your bags of green and blue waste by hand, and put them in the correct compartment of the truck. A second truck and driver then went through the same process for your clear bag.

The new cart program offers an **automated** collection system. This system uses new trucks that allow the driver to control a mechanical arm on the vehicle to pickup and empty the waste collection carts from the curb into the correct compartment and return them to the curb.

This automated system is faster, more efficient and requires fewer trucks on Guelph's roads.

Start using your carts this November

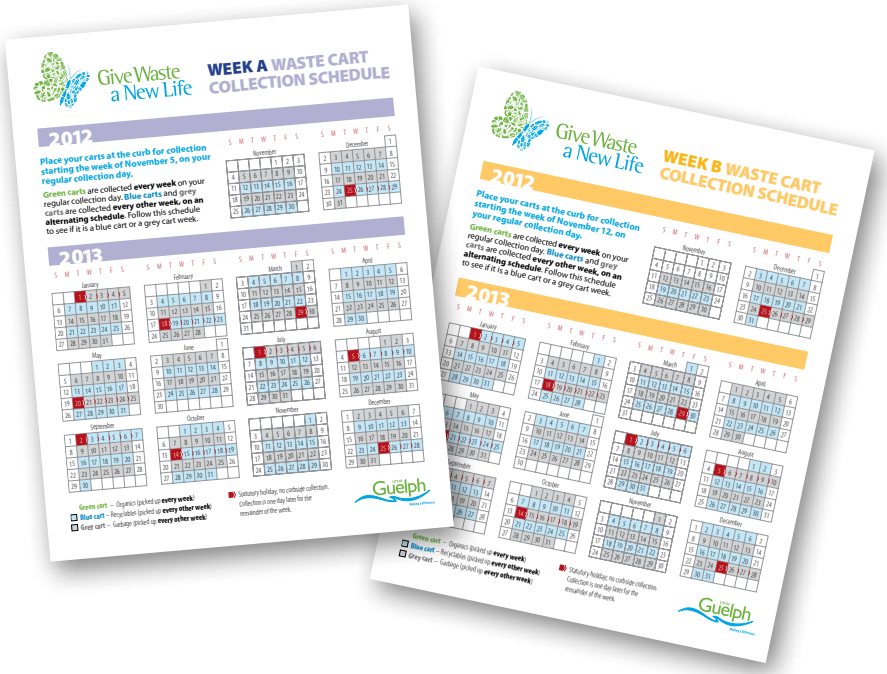
Refer to your new collection schedule (Week A or Week B), included in this information package.

Week A collection schedule

If you are a Week A household, beginning the week of **Monday, November 5**, on your regular collection day, place your **green** and **grey** carts at the curb for collection. The following week, place your **green** and **blue** carts at the curb.

Week B collection schedule

If you are a Week B household, beginning the week of **Monday, November 12**, on your regular collection day, place your **green** and **grey** carts at the curb for collection. The following week, place your **green** and **blue** carts at the curb.



What you need to know

GREEN (organics)	BLUE (recyclables)	GREY (garbage)
Collected **weekly**	Collected **biweekly**	Collected **biweekly**
The green cart will be collected at the curb every week. The food scraps container will *not* be collected at the curb. It can be emptied into your green cart as often as you like. 	The blue and grey carts will be collected on **alternate weeks** — one week, you'll put the green and blue carts at the curb; the next week, the green and grey carts. Refer to your Waste Cart Collection Schedule for details. 	
A paper liner is OPTIONAL. Acceptable liners include shredded paper, paper bags, newspaper, flour/sugar bags or a cereal box. Paper bag liners can be purchased at local retailers.	**DO NOT use a liner.** Contents *must be* loose, not bagged or bundled.	**A liner is NOT recommended.** Contents *should be* loose, not bagged or bundled.
Do not put plastics in the green cart — not even bags labelled as compostable or biodegradable. The green cart can be topped up with leaves and yard waste.	Shredded paper is the one exception, it ***must* be placed in a transparent blue bag** inside the blue cart.	It's optional to use a clear bag for items such as diapers, hygiene products, pet waste and kitty litter.

Keep them clean

The carts are easy to clean and include specially-designed lids to minimize odour and keep out pests. Try these tips:

- Keep lids closed.
- Keep the latch closed on your green cart.
- Wash the food scrap container in the dishwasher or wipe by hand.
- Line the green cart with newspapers, shredded paper, flour or sugar bags, cereal boxes, or purchase paper bags at local Guelph retailers. This will help contain any liquids or odours and prevent contents from freezing to your green cart in the winter.
- Wrap food scraps in newspaper or soiled paper towels before putting them in the green cart.
- Layer food waste with soiled paper products or leaves.
- Wipe out carts regularly; use white vinegar as an effective disinfectant.
- Sprinkle in salt, garden lime or powdered ginger to ward off insects.

Paper liners can be used to line your food scrap container.

Shredded paper *must* be placed in a transparent blue bag inside the blue cart.

It's optional to use a clear bag for items such as diapers and hygiene products and then place the bag into your grey cart.

Safety tips

- Only place acceptable materials in the carts (refer to the sorting list on pages 14-15).
- Close the lid before moving a cart.
- Pull carts over snow, like a sled rather than pushing like a plough.
- Do not sit, climb or stand on the cart.
- Children should not play in or around the carts.
- Do not place or store carts on elevated platforms, including snowbanks greater than 30 centimetres or one foot in height.
- Do not place carts on a steep slope.
- Do not exceed the load rating shown on the lid of the cart.

Collection day reminders

- Place items loosely in the cart. Do not force them in.
- Only material inside the carts will be collected. Do not leave bags or items beside or on top of your carts.
- Ensure the carts are not too full and the lid can close.
- Keep lids closed.
- Open the latch on the green cart for collection.

Other containers

Only the green, blue and grey carts provided by the City will be collected at the curb. Carts from other municipalities and retailers may not be compatible with automated truck arm and will not be collected.

You can reuse your old containers around your house or if you have no need for them, bring them to the Waste Resource Innovation Centre for free disposal.

Cart storage

Your carts can be stored wherever you currently keep your waste bags — in the garage, backyard, outdoor storage unit, covered porch or balcony, the side of your home or in your front yard — against your home, garage or fence. The carts can't be stored on a road, road allowance or boulevard.

Some houses, apartments and townhomes have extremely limited storage space. Employees at Solid Waste Resources are available to work with you or your property manager to find site-specific solutions for storing your carts.

Mobility

The cart design includes large wheels and a stable base to move easily, even in snow. If the size of one or more of your carts is impacting your ability to manoeuvre it, you can exchange it for a different size.

If you need special assistance with placing your carts at the curb, contact Solid Waste Resources.

Cart placement at the curb

Ensure your carts are accessible to the waste collection truck and out of the way of vehicular traffic, pedestrians and bicyclists. **Follow these steps:**

1 Park

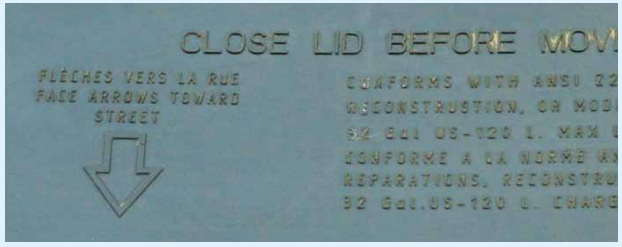
Place your carts at the curb no later than 6:30 a.m.

If your property is beside a...

- curb: place them about 30 centimetres or one foot away from the curb.
- gravel shoulder: place them along the outside edge of the shoulder.
- public lane: place them as close as possible to the edge of the public lane.

2 Point

Point the arrow on the lid of each cart to the street.



3 Unlatch

Open the latch on the green cart.

4 Space

Allow one arm's length clearance (one metre or 39 inches) on all sides of each cart. You may also place individual carts on opposite sides of your driveway.

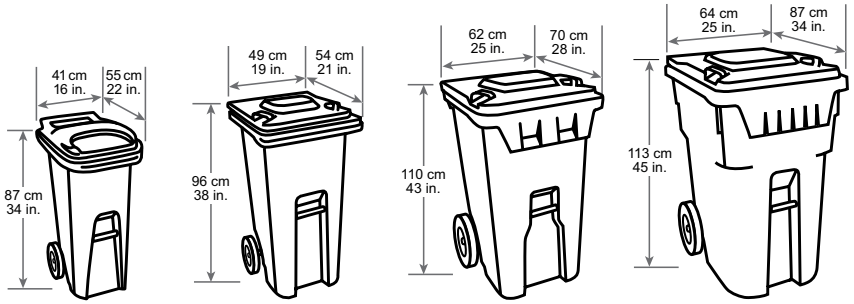
5 Store

Remove your carts from the curb by 7 p.m. on your collection day and return them to your storage area.

Cart exchanges

The City will provide your home with three carts: an 80-litre green cart for organics, a blue cart for recyclables and a grey cart for garbage. Earlier this year, your household had the option to provide your preferred sizes of blue and grey carts. If the City did not receive your cart size selections, you will receive an extra large 360-litre blue cart and a large 240-litre grey cart.

If you are unhappy with the size of blue or grey cart you received, contact Solid Waste Resources. They will exchange it for the size you want.



Small
Holds 80 litres/21 gallons (equivalent to approximately one bag*)

Medium
Holds 120 litres/32 gallons (equivalent to approximately two bags*)

Large
Holds 240 litres/64 gallons (equivalent to approximately four bags*)

Extra large
Holds 360 litres/95 gallons (equivalent to approximately six bags*)

** A standard 30 in. x 38 in. (76 cm x 96 cm) bag*

Note: all dimensions are approximate

Lost or broken carts

If you receive your carts and one of the lids is warped, place the cart out on a sunny day and the lid should relax. This should not affect performance of the cart or the collection. If you lose your cart, if it breaks or is damaged, contact Solid Waste Resources.

Additional carts

If you would like an additional blue or grey cart they can be purchased, at cost, from the Waste Resource Innovation Center at 110 Dunlop Drive.

Size of Cart	Cost
Small (80 litres/21 gallons)	$25
Medium (120 litres/32 gallons)	$28
Large (240 litres/64 gallons)	$41
Extra large (360 litres/95 gallons)	$45

You may also bring additional waste to the Waste Resource Innovation Center for a disposal fee.

Sorting guide

The items you currently sort into green, blue and clear bags will now go into your green, blue and grey carts.

Green cart: organics are dropped off at the Organic Waste Processing Facility, where they are composted to make nutrient-rich compost that is sold to gardening companies, landscapers and greenhouses.

Blue cart: recyclables go to the Materials Recycling Facility where they are sorted into different material types, then baled and sold to processing mills to make them into new things.

Grey Cart: garbage is for everything that can't be composted or recycled. The contents are compacted and transported in trucks to a landfill in Ontario.

Did you know Guelph residents are good sorts? In fact, residents recycle over 10,000 tonnes of recyclables annually.

Incorrect sorting

The new automated collection trucks are equipped with a camera to view waste material emptied into the appropriate compartments. This camera will identify improperly sorted items, and Solid Waste Resources staff will follow up with home owners or tenants to address any questions about Guelph's sorting system.

Green Cart (organics)

Dairy products
- Butter
- Cheese
- Sour cream
- Yogurt

Food scraps
- Coffee filters and grounds
- Cooking oils (solidified)
- Eggs and eggshells
- Herbs
- Nuts and seeds
- Sugar and spices
- Tea bags

Grain products
- Bread and cereal
- Flour
- Pasta and rice

House plants and flowers

Leaf and yard waste
- Top up your green cart with leaves and yard waste

Meat and fish including:
- Bones and skin
- Fat (solidified)
- Shellfish

Vegetables and fruits including:
- Corn cobs and husks
- Popcorn
- Pumpkins (in pieces)

Pet waste
(no plastic bags including those labelled "compostable" and/or "biodegradable")
- Feathers
- Hair
- Kitty litter
- Pet feces
- Pet food

Other
- Ashes (cooled)
- Dryer lint
- Paper soiled with food (plates, pizza boxes, and muffin cups)
- Paper tissues and towels
- Sawdust (no wood pieces or pressure treated wood)

All plastics and elastics must be removed.

Blue Cart (recyclables)

Cartons and drink boxes
- Ice cream containers
- Polycoat (milk cartons)
- Tetra Paks (juice boxes)

Glass
- Bottles and jars

Metal
- Aluminum (foil and pie plates)
- Paint cans (empty and dry)
- Pop cans
- Steel cans (soup and tuna)

Paper
- Books (hard cover removed)
- Boxboard and bristol board
- Cardboard and pizza boxes
- Envelopes (including window envelopes)
- Egg cartons
- Gift bags (rope removed)
- Gift wrap (non-metallic)
- Magazines
- Newspapers and flyers
- Paper and posters
- Shredded paper (in a separate blue plastic bag)
- Telephone books
- Tissue boxes
- Toilet paper rolls

Plastic
- Bottles and containers (all numbers)
- Detergent bottles
- Medicine bottles (non-prescription)
- Plant pots, trays and flats
- Tubs and lids from food containers

All containers must be empty.

Photography courtesy of Halton Region and Niagara Region

Grey Cart (garbage for landfill)

Items that are:
- NOT compostable
- NOT recyclable
- NOT hazardous

Including:
- Cotton balls/swabs
- Diapers
- Hygiene products
- Coffee cups
- Styrofoam
- Plastic bags
- String, rope and wire
- Coat hangers

Sharp objects:
Place sharp objects such as broken glass, razors, blades and knives in a separate rigid container no larger than 0.6 metres (two feet) in any dimension, secure the contents with tape and tape the container shut, clearly label it "Sharp objects" and place container inside the grey cart.

Yard waste

You can top up your green cart with leaves and yard waste each week, throughout the entire year, for curbside collection. The City will continue to provide semi-annual yard waste collection to all Guelph homes until 2014. Alternatively, drop off yard waste free of charge at the Waste Resource Innovation Centre, 110 Dunlop Drive.

Keep it in your yard! Yard waste and leaves can provide vital nutrients to your lawn and gardens. See for yourself with these easy tips:

- Use mulched leaves on your lawn to help control weeds and create healthier growing conditions for your lawn
- Leave grass clippings on the lawn to decompose and release organic matter and valuable nutrients into your lawn
- Try home composting — it's an easy way to obtain free, valuable nutrients for your gardens

For more information, visit **guelph.ca/healthylandscapes**.

Excess leaves can also be raked to the curb during Loose Leaf Collection each fall, for details visit **guelph.ca > seasonal information**.

Pet waste

Pet waste and kitty litter can be placed in either your green or grey cart — the choice is yours.

You can use:

- newspaper or any other paper product and place it all in the green cart.
- a clear plastic bag — place it and its contents into the grey cart.
- a clear plastic bag — dump the pet waste into the green cart and then place the empty plastic bag in the grey cart.

Not collected at the curb

- **Household hazardous waste**
  Drop it off, free of charge, at the Household Hazardous Waste Depot, 110 Dunlop Drive.
  (e.g. a product with a hazard symbol label such as corrosive, flammable or toxic product and special waste, including but not limited to: a battery, pressurized container, aerosol container, propane container, portable fire extinguisher, fertilizer, pesticide, oil filter, fluorescent light bulb or tube, pharmaceutical, medical syringe, mercury switch or thermostat, household cleaner or detergent, wax or polish).

- **Large items**, including furniture – see next page.
- **Ashes** (cooled) will be collected in the green cart.
- **Construction and demolition materials**
  (e.g. carpet and/or under padding, plaster, drywall, fibreglass insulation, lumber, concrete, or other waste residue resulting from construction, building renovation or a demolition operation).
- **Automotive part** exceeding five kilograms or 11 pounds.
- **Rock, stones or gravel.**
- **Tree branches** more than five centimetres or two inches in diameter.
- **Infectious material, flesh or tissue from any animal or human.**
- **Animal carcass**, with the exception of food waste.

Photography courtesy of Halton Region

Large items

For oversized items, including furniture, you can continue to use the Bulky item collection program, Take it Back directory or participate in Goods Exchange Weekends.

Bulky Item Collection

Large items are not collected as part of the curbside collection program. If your item has reached the end of its life cycle, you can make arrangements to have it picked up at the curb through the City's user-pay Bulky Item Collection Program.

Take it Back Directory

Guelph's Take It Back directory provides a convenient, one-stop source of information for residents looking to get rid of unwanted items. The directory connects residents to businesses and organizations that will reuse, recycle, or safely dispose of unwanted materials.

Goods Exchange Weekends

Goods Exchange Weekends are a great opportunity to exchange reusable household items, such as furniture, appliances, and toys — for free! Participating in this community re-use event is easy.

For more information about these programs, visit **guelph.ca/waste**.

Photography courtesy of Halton Region

Electronic waste

Guelph residents and businesses can drop off their electronic waste at the Waste Resource Innovation Center all year round, free of charge.

TVs and computer monitors are now accepted as part of this electronic waste recycling program.

Used tires

Tires take up valuable landfill space and can release pollutants into the environment. Their durability makes them one of the most re-used waste materials. Tires can be retreaded and reused.

At the end of their life, tires can be processed into road aggregate, shoe material or fuel. Bring your used tires (light passenger vehicle tires only) to the Waste Resource Innovation Center. Fees may apply.

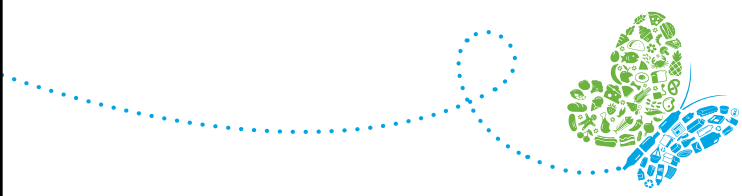
For more information about these programs, visit **guelph.ca/waste.**

waste@guelph.ca • 519-767-0598

Photography courtesy of Halton Region

CITY OF Guelph

Making a Difference



Alternate formats available upon request.

Solid Waste Resources
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